



November 3, 2021

Web Announcement 2628

Update Regarding Inactive Delegate Accounts on the Provider Web Portal:

Delegate Must Log In to Account the Same Day They are Activated

Update to [Web Announcement 2504](#): Effective on and after May 17, 2021, inactive delegate accounts on the Provider Web Portal (PWP) will be disabled. To regain access to the PWP, the delegate will be required to have their provider or administrator update their delegate status from inactive to active. **Please note:** On the day that the delegate is made active by their provider or administrator the delegate must log in to the PWP. If the delegate does not log into the PWP on the same day that the provider or administrator activated the delegate, the delegate will go into inactive status again the following day.

For more information on managing provider/delegate accounts, refer to [Electronic Verification System \(EVS\) User Manual Chapter 1: Getting Started](#).